

# Retail LEVEL 1



This qualification is designed for individuals who are working within a Retail and Sales environment.

For Example: -

- ◆ Sales Assistant's
- ◆ Retail Assistant's

This qualification can only be completed on the Foundation Learning programme



# THE QUALIFICATION STRUCTURE

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## Level 1 NVQ Certificate in Retail

To achieve the Level 1 NVQ Certificate in Retail the learner must achieve

- a minimum of 19 credits overall
- 7 credits from the mandatory unit
- a minimum of 5 credits from the optional units at Level 1 or above
- 7 credits from any optional units available

### Mandatory Unit (7 Credits)

101 Work effectively in your retail team

### Optional Units (minimum 5 credits)

- 102 Move good and materials manually in a retail environment
- 103 Process donated goods for resale or recycling in a retail environment
- 104 Contribute to food safety in a retail environment
- 105 Keep stock at required levels in a retail environment
- 106 Wrap and pack goods for customers in a retail environment
- 107 Help to keep the retail unit secure
- 108 Help to maintain health and safety in a retail environment
- 109 Keep the retail environment clean and hygienic (non food)

### Optional Units (minimum 7 credits – only 1 can be used)

- 102 Move good and materials manually in a retail environment
- 103 Process donated goods for resale or recycling in a retail environment
- 104 Contribute to food safety in a retail environment
- 105 Keep stock at required levels in a retail environment
- 106 Wrap and pack goods for customers in a retail environment
- 107 Help to keep the retail unit secure
- 108 Help to maintain health and safety in a retail environment
- 109 Keep the retail environment clean and hygienic (non food)
- 202 Help customers choose products in a retail environment
- 203 Maximize product sales in a retail environment
- 204 Provide information and advice to customers in a retail environment
- 205 Demonstrate products to customers in a retail environment
- 206 Promote loyalty schemes to customers in a retail environment
- 207 Receive goods and materials into storage in a retail environment
- 208 Put goods and materials into storage in a retail environment
- 209 Process customer orders for goods in a retail environment
- 210 Prepare products for sale to customers in a retail environment
- 211 Process bake-off products for sale in a retail environment
- 212 Process fish and shellfish for sale in a retail environment
- 213 Process greengrocery products for sale in a retail environment
- 214 Finish meat products by hand in a retail environment
- 215 Contribute to dough production control and efficiency
- 216 Select, weigh and measure dough ingredients
- 217 Hand divide, mould and shape fermented dough

- 218 Maintain food safety while working with food in a retail environment
- 219 Assemble retail products in customer's home/workplace
- 220 Provide the lingerie fitting service in a retail environment
- 221 Promote beauty products to retail customers
- 222 Help customers to buy National Lottery products in a retail environment
- 223 Keep stock on sale at required levels in a retail environment
- 224 Display stock to promote sales to customers in a retail environment
- 225 Follow guidelines for planning and preparing visual merchandising displays
- 226 Follow guidelines for dressing visual merchandising displays
- 227 Order graphic materials for visual merchandising
- 228 Dismantle and store visual merchandising displays
- 229 Make props for visual merchandising
- 230 Put visual merchandising displays together
- 231 Process payments for purchases in a retail environment
- 232 Process payments and credit applications for purchases in a retail environment
- 233 Process cash and credit transactions in a retail environment
- 234 Follow point-of-sale procedures for age-restricted products in a retail environment

# Retail LEVEL 2



This qualification is designed for individuals who are working within a Retail and Sales environment.

For Example: -

- ◆ Sales Assistant's
- ◆ Retail Assistant's

This qualification can be completed as part of an Apprenticeship Framework.



# THE QUALIFICATION STRUCTURE

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## Level 2 NVQ Certificate in Retail

To achieve the Level 2 NVQ Certificate in Retail the learner must achieve

- a minimum of 24 credits overall
- 8 credits from the mandatory unit
- a minimum of 15 credits from the optional units at Level 2 or above
- 7 credits from any optional units available

## Mandatory Unit (8 Credits)

201 Work effectively in your retail team

## Optional Units

- 103 Process donated goods for resale or recycling in a retail environment
- 104 Contribute to food safety in a retail environment
- 202 Help customers choose products in a retail environment
- 203 Maximize product sales in a retail environment
- 204 Provide information and advice to customers in a retail environment
- 205 Demonstrate products to customers in a retail environment
- 206 Promote loyalty schemes to customers in a retail environment
- 207 Receive goods and materials into storage in a retail environment
- 208 Put goods and materials into storage in a retail environment
- 209 Process customer orders for goods in a retail environment
- 210 Prepare products for sale to customers in a retail environment
- 211 Process bake-off products for sale in a retail environment
- 212 Process fish and shellfish for sale in a retail environment
- 213 Process greengrocery products for sale in a retail environment
- 214 Finish meat products by hand in a retail environment
- 215 Contribute to dough production control and efficiency
- 216 Select, weigh and measure dough ingredients
- 217 Hand divide, mould and shape fermented dough
- 218 Maintain food safety while working with food in a retail environment
- 219 Assemble retail products in customer's home/workplace
- 220 Provide the lingerie fitting service in a retail environment
- 221 Promote beauty products to retail customers
- 222 Help customers to buy National Lottery products in a retail environment
- 223 Keep stock on sale at required levels in a retail environment
- 224 Display stock to promote sales to customers in a retail environment
- 225 Follow guidelines for planning and preparing visual merchandising displays
- 226 Follow guidelines for dressing visual merchandising displays
- 227 Order graphic materials for visual merchandising
- 228 Dismantle and store visual merchandising displays
- 229 Make props for visual merchandising
- 230 Put visual merchandising displays together
- 231 Process payments for purchases in a retail environment

- 232 Process payments and credit applications for purchases in a retail environment
- 233 Process cash and credit transactions in a retail environment
- 234 Follow point-of-sale procedures for age-restricted products in a retail environment
- 235 Process returned goods and materials in a retail environment
- 236 Give customers a positive impression of yourself and your organisation
- 237 Support customer service improvements
- 238 Resolve customer service problems
- 239 Help to maintain health and safety in a retail environment
- 240 Help to keep the retail unit secure
- 241 Develop productive working relationships with colleagues
- 242 Allocate and check work in your team

**Optional Units (minimum 9 credits)**

- 302 Process part exchange sales transactions in a retail environment
- 303 Provide specialist support in helping customers to make purchases in a retail environment
- 304 Develop individual retail service opportunities
- 305 Provide a personalised sales and aftersales service to your retail clients
- 306 Organise the receipt and storage of goods in a retail environment
- 307 Audit stock levels and stock inventories in a retail environment
- 308 Monitor and help improve food safety in a retail environment
- 309 Assist customers to obtain appropriate insurance
- 310 Source required goods and services in a retail environment
- 311 Maintain the availability of goods for sale to customers in a retail environment
- 312 Help to manage a retail team
- 313 Plan, monitor and adjust staffing levels and schedules in a retail environment
- 314 Enable customers to apply for credit and hire purchase facilities
- 315 Monitor and evaluate the quality of service provided to your customers by external suppliers
- 316 Organise the delivery of reliable customer service
- 317 Improve the customer relationship
- 318 Work with others to improve customer service
- 319 Monitor and solve customer service problems
- 320 Promote continuous improvement in customer service
- 322 Choose merchandise to feature in visual merchandising displays
- 323 Plan, monitor and control how graphics are used in visual merchandising displays
- 324 Monitor the effect of visual merchandising displays and layouts
- 325 Allocate, monitor and control visual merchandising project resources against budgets
- 326 Contribute to developing and putting into practice the company's visual merchandising policy
- 327 Create plans, elevations and drawings to realise visual merchandising ideas
- 328 Contribute to the continuous improvement of retail operations
- 329 Recruit, select and keep colleagues
- 330 Provide learning opportunities for colleagues
- 331 Evaluate the receipt of payments from customers
- 332 Monitor and maintain health and safety in a retail environment

Unit 201 must be taken (8 credits) A minimum of 7 credits must come from units 202-242

A minimum of 9 credits can come from units 103, 104, 202-242, 302-320, 322-332

Only one unit can be taken from 236-238 and 316-320

Units may only be taken from groups (103 & 104) or (302-315, 322-332) not both.

# Retail LEVEL 3



This qualification is designed for individuals who are working within a Retail and Sales environment.

For Example: -

- ◆ Sales Assistant's
- ◆ Retail Assistant's

This qualification can be completed as part of an Advanced Apprenticeship Framework.



# THE QUALIFICATION STRUCTURE

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## Level 3 NVQ Certificate in Retail

To achieve the Level 3 NVQ Certificate in Retail the learner must achieve

- a minimum of 31 credits overall
- 9 credits from the mandatory unit
- a minimum of 22 credits from the optional units at Level 3 or above

### Mandatory Unit (9 Credits)

301 Work effectively in your retail team

### Optional Units

- 103 Process donated goods for resale or recycling in a retail environment
- 104 Contribute to food safety in a retail environment
- 202 Help customers choose products in a retail environment
- 203 Maximize product sales in a retail environment
- 204 Provide information and advice to customers in a retail environment
- 205 Demonstrate products to customers in a retail environment
- 206 Promote loyalty schemes to customers in a retail environment
- 207 Receive goods and materials into storage in a retail environment
- 208 Put goods and materials into storage in a retail environment
- 209 Process customer orders for goods in a retail environment
- 210 Prepare products for sale to customers in a retail environment
- 211 Process bake-off products for sale in a retail environment
- 212 Process fish and shellfish for sale in a retail environment
- 213 Process greengrocery products for sale in a retail environment
- 214 Finish meat products by hand in a retail environment
- 215 Contribute to dough production control and efficiency
- 216 Select, weigh and measure dough ingredients
- 217 Hand divide, mould and shape fermented dough
- 218 Maintain food safety while working with food in a retail environment
- 219 Assemble retail products in customer's home/workplace
- 220 Provide the lingerie fitting service in a retail environment
- 221 Promote beauty products to retail customers
- 222 Help customers to buy National Lottery products in a retail environment
- 223 Keep stock on sale at required levels in a retail environment
- 224 Display stock to promote sales to customers in a retail environment
- 225 Follow guidelines for planning and preparing visual merchandising displays
- 226 Follow guidelines for dressing visual merchandising displays
- 227 Order graphic materials for visual merchandising
- 228 Dismantle and store visual merchandising displays
- 229 Make props for visual merchandising
- 230 Put visual merchandising displays together
- 231 Process payments for purchases in a retail environment
- 232 Process payments and credit applications for purchases in a retail environment
- 233 Process cash and credit transactions in a retail environment
- 234 Follow point-of-sale procedures for age-restricted products in a retail environment
- 235 Process returned goods and materials in a retail environment

- 236 Give customers a positive impression of yourself and your organisation
- 237 Support customer service improvements
- 238 Resolve customer service problems
- 239 Help to maintain health and safety in a retail environment
- 240 Help to keep the retail unit secure
- 241 Develop productive working relationships with colleagues
- 242 Allocate and check work in your team

### Optional Units

- 302 Process part exchange sales transactions in a retail environment
- 303 Provide specialist support in helping customers to make purchases in a retail environment
- 304 Develop individual retail service opportunities
- 305 Provide a personalised sales and after sales service to your retail clients
- 306 Organise the receipt and storage of goods in a retail environment
- 307 Audit stock levels and stock inventories in a retail environment
- 308 Monitor and help improve food safety in a retail environment
- 309 Assist customers to obtain appropriate insurance
- 310 Source required goods and services in a retail environment
- 311 Maintain the availability of goods for sale to customers in a retail environment
- 312 Help to manage a retail team
- 313 Plan, monitor and adjust staffing levels and schedules in a retail environment
- 314 Enable customers to apply for credit and hire purchase facilities
- 315 Monitor and evaluate the quality of service provided to your customers by external suppliers
- 316 Organise the delivery of reliable customer service
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- 318 Work with others to improve customer service
- 319 Monitor and solve customer service problems
- 320 Promote continuous improvement in customer service
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- 326 Contribute to developing and putting into practice the company's visual merchandising policy
- 327 Create plans, elevations and drawings to realise visual merchandising ideas
- 328 Contribute to the continuous improvement of retail operations
- 329 Recruit, select and keep colleagues
- 330 Provide learning opportunities for colleagues
- 331 Evaluate the receipt of payments from customers
- 332 Monitor and maintain health and safety in a retail environment

Unit 301 must be taken (9 credits)

A minimum of 22 credits must

come from units 306-308, 310-311, 313, 315-321, 328-332 with at least 1 unit coming from 241, 242, 328-330 - no more than 1 unit coming from 316-320